

**SOCIAL SERVICES  
REPRESENTATIVE  
GS-0187-08**

**FAMILY SERVICES  
CENTER**

## **SOCIAL SERVICES REPRESENTATIVE (GS-0187-08)**

### **INTRODUCTION**

This position is located in the Family Service (FSC) at the Naval Air Station, Lemoore, California. The purpose of the FSC is to provide assistance and services, which support and enrich the lives of active duty and retired Navy personnel and their families. The primary purpose of the position is to manage all preventative educational programming, financial education and counseling, customer service needs for the commands and volunteer management.

### **MAJOR DUTIES**

Designs, plans and coordinates all FSC proactive or preventative programming. This involves assessing community needs on an ongoing basis and designing programming which will assist families in meeting the special challenges of military family life. These programs will address such areas of intra-family communication, relationships, parenting skills, family advocacy issues, including infant and toddler educational classes, coping with frequent moves, consumerism for the military lifestyle and personal family financial education. These programs will be offered as day time/evening time FSC programs as well as the GMT format.

Serves as the deployment specialist. Coordinates and presents pre-deployment and pre-union briefs with commands. Design and provide programs which meet the unique needs of the command, with assistance from the clinical program will also design briefs for children. Gives lectures on deployment cycle (pre, mid, and post) and effective methods of coping. Also serves as the liaison with the Ombudsman Program aboard NAS Lemoore and other Wing Commands. Provides training and other administrative support to the ombudsman, offers information and referral resources.

Establishes strong alliances with civilian and military agencies in order to obtain needed services.

Review and monitors implementation of the marketing plan and advertising/publicity generated to support programming. Review materials, handbooks and resource used in promoting and executing progress and services delivered by the FSC.

Has overall responsibility for the FSC Financial Program. Organizes, implements and facilitates training course for the Command Financial Specialists (CFS) Program. Monitors the effectiveness of the program and of the financial specialists within the commands/departments. Maintains statistical data for submission to high echelon commands. Coordinates and provides continuing education to trained CFSs. Maintains resource and referral information for CFS Program. Incumbent provides financial counseling to individuals/couples that are self-referred or command referred. Command referred can be from CFS or CO/XO/CMC. This counseling includes development and

monitoring of budget and debt repayment plans. Incumbent provides appropriate referrals as necessary. Incumbent provides financial planning briefs as requested (i.e., Pre-Marriage Financial Brief).

Incumbent is the customer service representative for commands at NAS Lemoore. Assesses needs quarterly and coordinates programs and training as requested. This includes quarterly Command Master Chief Training. Incumbent ensures FSC programs are marketed throughout the commands and investigates any customer dissatisfaction.

Manage Spouse Employment Assistance Program. Provides full range of services for transitioning military personnel and their families.

Establishes and maintains continuous relationships with corporate industry personnel, small business agencies, state employment services, and private employment agencies.

Assists in the development and implementation of a follow-up system to identify and track program effectiveness and success.

Plans/coordinates/implements services, programs and workshops, which address employment needs of personnel and their family members.

Assists in marketing and public relations programs to ensure target population is informed of all spouse employment policies, programs, services, and procedures.

Prepare required spouse employment reports.

Perform other related duties as assigned.

#### KNOWLEDGE REQUIRED BY THE POSITION

Knowledge of professional social sciences, skills, and techniques to supervise volunteers.

Ability to instruct and train volunteers.

Knowledge of social work principles and practices; research methods and community organizations.

Knowledge of government social services policies, regulations, and procedures.

Knowledge of government social service agencies, their programs and functions.

Knowledge of problem solving and prevention associated with families.

Ability to recognize and define social problems, to independently reach accurate conclusions, make sound recommendations and decisions and provide appropriate solutions.

Knowledge of Navy Financial Instructions, sufficient to instruct courses.

Ability to provide financial counseling to individuals and couples.

Knowledge of military lifestyles and situations which can create a family problem or crisis.

Ability to establish and maintain effective relationships at all levels.

Ability to express oneself orally and in writing in a highly professional manner, to meet and deal with diversified groups, and organizations, and to compose written reports and materials clearly, concisely, and effectively.

Ability to organize and effectively deliver a speech.

### SUPERVISORY CONTROLS

The supervisor defines the major priorities of the program and explains special assignments. The incumbent plans and carries out the day-to-day work of the office independently. Priorities and deadlines for the workflow are set by the incumbent based on knowledge of the overall functions and projects of the office. Completed work is reviewed to determine adequacy of coverage and analysis, soundness of judgement and, where applicable, compliance with controlling policies and directives.

### GUIDELINES

The guidelines are general in nature and include such sources as the OPNAV Instructions, NAS Lemoore Instructions, Guide for Planning and Operating Navy Family Service Centers and direction from the Director. Incumbent is responsible for independent selection, interpretation and application of guidelines and sound judgement on determining any deviation from established procedures.

### COMPLEXITY

The exercise of a high order of sound judgement and professional discipline is necessary in planning and carrying out the program because the diversity of circumstances may not be covered by clear guidelines or precedent. Program planning must be carried out systematically and in anticipation of projected needs in order that program resources and expertise can be effectively allocated. The incumbent is expected to use sound judgement and resourcefulness in resolving problems.

### SCOPE AND EFFECT

The effectiveness of the program developed and carried out by this office relates directly to the well-being of the military, retired military, their dependents and survivors,

requiring assistance and in turn, can effect the morale and effectiveness of the armed forces personnel. The morale and effectiveness of the armed forces personnel. The morale and contentment of an individual can be an important factor in a decision to remain in the Navy.

### PERSONAL CONTACTS

Incumbent has frequent contacts with broadly diversified military and civilian groups. Contacts include individual military personnel, active and retired, their dependents and survivors, and military managers at all levels as well as officials of federal, state, and local governmental agencies, in addition to private business and organizations. Contact also involves dealing with people who may be embarrassed, defensive, aggressive or uncooperative.

### PURPOSE OF CONTACTS

Contacts are made to obtain and exchange information, coordinate activities, discuss problem area and develop suitable solutions; advise on methods and procedures; establish the need of a new program or services and the modification of an existing one; advise on case problems, and to resolve clientele problems.

### PHYSICAL DEMANDS

Duties involve a normal amount of sitting, standing, and walking. There are no unusual physical demands or activities.

### WORK ENVIRONMENT

This position subjects incumbent to a high stress level on a continual basis. Work is performed in a normal office setting with adequate lighting and temperature controls. Duties require occasional travel to other activities and offices within the Kings County area and the use of large conference room for group dynamics. Occasional travel outside Lemoore area is also necessary.